

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079

W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM



0000103586

Investigator: Jenny Gomez

Phone: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82135

Date: 10/1/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Kyle E. Engelking

Account Name: Kyle E. Engelking Home: (000) 000-0000

Street: N/A Work:

City: Maricopa CBR: [REDACTED]

State: AZ Zip: 85139 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****DOCKET NUMBERS SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20445A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE GLOBAL WATER-SANTA CRUZ WATER COMPANY

From: kyle [mailto:[REDACTED]]
Sent: Wednesday, September 30, 2009 3:43 PM
To: Utilities Div - Mailbox
Subject: Global Water Rate Increase
RE:

SW-20445A-09-0077 W-02451A-09-0078 W-01732A-09-0079
W-20446A-09-0080 W-02450A-09-0081 W-01212A-09-0082

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

Arizona Corporation Commission
DOCKETED

From: Maricopa, Arizona Resident
Kyle E Engelking
[REDACTED]

OCT - 2 2 3



Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077 W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

RECEIVED
2009 OCT - 2 P 3: 51
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

As a resident of Maricopa, I object to the 130% rate increase requested by Global Water. Their service certainly is not stellar, nor are they on the verge of collapse. The only motive I see is their desire to increase their return on investment. This is not a time to burden the taxpayers with onerous profiteering...our homes are worth far less than we paid for them five years ago.

Thank you for your consideration

Kyle E Engelking
[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

*****DOCKET NUMBERS SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE GLOBAL WATER-SANTA CRUZ WATER COMPANY

Opinion noted and filed in Docket Numbers by Carmen Madrid

End of Comments

Date Completed: 10/1/2009

Opinion No. 2009 - 82135

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079

W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 **82063**

Date: 9/28/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Christine **Last:** Gotai

Account Name: Christine Gotai

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR: [REDACTED]

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996

From: Maricopa, Arizona Residents

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077 W-0241A-09-0078 W-01732A-09-0079 W20446A-09-0080 W-02450A-09-0081 W-01212A-09-0082

in the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

Increased utility cost, at the requested level, not only effects my personal financial budget but the Homeowners Association that I live in will be placed in a worse financial condition than it is already in due to delinquencies and foreclosures.

The proposed rate increases are solely to provide a higher rate of return for the investors and no improvements to service, quality of water or distribution ability is planned.

Maricopa is one of the hardest hit areas in the country with foreclosures. Any of these proposed increases will be detrimental to attracting builders and/or buyers which will further stigmatize our real estate values and the desirability of this area. Associations cannot raise assessments enough to cover this increase which means landscaped areas will not be adequately watered. Aesthetics draw builders and buyers which will be less likely to happen if these increases are approved.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

*****DOCKET NO. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: GLOBAL WATER- SANTA CRUZ WATER COMPANY

Opinion noted and filed in Docket numbers by Carmen Madrid

I called customer and left a voice message to acknowledge her letter.

September 28, 2009

RE: GLOBAL WATER-SANTA CRUZ WATER COMPLANY

Dear Mr. Charles Gutai:

Your letter regarding the Global Water-Santa Cruz Water Co. ("GLOBAL") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record and each commissioner will receive a copy of your letter.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148.

Sincerely,

Jenny Gomez
Consumer Analyst
Utilities Division

FILE CLOSED

End of Comments

Date Completed: 9/28/2009

Opinion No. 2009 - 82063

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 82109

Date: 9/30/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** John **Last:** Blasko III

Account Name: John Blasko III

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 85007-2996
From: Maricopa, Arizona Residents
Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

- Increased utility cost, at the requested level, not only effects my personal financial budget but the Homeowners Association that I live in will be placed in a worse financial condition than it is already in due to delinquencies and foreclosures.
- The proposed rate increases are solely to provide a higher rate of return for the investors and no improvements to service, quality of water or distribution ability is planned.
- Maricopa is one of the hardest hit areas in the country with foreclosures. Any of these proposed increases will be detrimental to attracting builders and/or buyers which will further stigmatize our real estate values and the desirability of this area. Associations cannot raise assessments enough to cover this increase which means landscaped areas will not be adequately watered. Aesthetics draw builders and buyers which will be less likely

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

to happen if these increases are approved.

Print Name: John A. Blasko, III

Street Address: [REDACTED]

Maricopa Zip: [REDACTED]

Phone number and Email are additional options which could be included.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/30/09 I sent the following letter to consumer:

September 30, 2009

Mr. John Blasko, III

[REDACTED]

Maricopa, AZ 8 [REDACTED]

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket numbers .

DOCKET NO. SW-20445A-09-0077

DOCKET NO. W-02451A-09-0078

DOCKET NO. W-01732A-09-0079

DOCKET NO. W-20446A-09-0080

DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

End of Comments

Date Completed: 9/30/2009

Opinion No. 2009 - 82109

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079

W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 82115

Date: 9/30/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Richard

Sanchez

Account Name: Richard Sanchez

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Global Water Scam

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

My opinion on Global Water and its rate increase is that it's nothing more than a scam to the people of AZ. The water belongs to the people of AZ, not Global Water, Global should only be paid for delivery of the water, and they are getting a good price for that. They are using the drought where in to become billionaires of all the water co. in this state, they're at the bottom of the list on service. They don't deserve one nickel more than they are getting now.

There are plenty of ways to get people to conserve water, global and their attorneys should be put in their place, we the people aren't as stupid as these fat cats think. All of these utilities are getting to greedy, if they don't like what they're getting now, they can always sell their business.

You need to stand for the people of Arizona, send a message, NO RATE HIKES.

Sincerely,

Richard Sanchez
[REDACTED]

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Maricopa, AZ [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/30/09 I sent the following letter to consumer;

September 30, 2009

Mr. Richard Sanchez
[REDACTED]
Maricopa, AZ [REDACTED]

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket numbers .
DOCKET NO. SW-20445A-09-0077
DOCKET NO. W-02451A-09-0078
DOCKET NO. W-01732A-09-0079
DOCKET NO. W-20446A-09-0080
DOCKET NO. W-02450A-09-0081
DOCKET NO. W-01212A-09-0082
End of Comments

Date Completed: 9/30/2009

Opinion No. 2009 - 82115
